

Matthew Baez

MANAGEMENT INFORMATION
SYSTEMS

Details

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PLACE OF BIRTH
USA

Skills

AI Tools & Technical Skills
System Software
Data Analysis
Agility Software
Office 365
Team collaboration
Problem-solving
Safety training
Emergency First Aid (CPR/AED)
Equipment operation
Communication skills

Profile

As an ABC Supply Sales Representative, I draw on U.S. Navy service, wildland firefighting, and Information management experience to bring discipline and technical skills. I communicate effectively with contractors, builders, and project teams. I'm computer proficient and quick to learn new systems for accurate order and inventory management. I'm committed to service, safety, and operational excellence in every interaction.

Employment History

Sales Representative, ABC Supply, Lancaster, PA

OCT 2025 – PRESENT

As a ABC Supply InStore Sales Representative assists customers with product needs, processes orders quickly and accurately, and supports daily operations by coordinating with warehouse and delivery teams.

- Delivered outstanding customer service to enhance satisfaction.
- Proficiency in software systems (Agility, Office 360, Inventory Management)

Wildland Firefighter, Bureau of Land Management

MAY 2024 – AUG 2024

Specialized firefighter team delivering skilled support for wildland fire management and all-risk missions, including hurricane assistance.

- Combated 5 wildfires across 500,000 acres.
- Executed effective strategies for fire containment and prevention.

In-store and Warehouse, Ikea

NOV 2023 – JUN 2024

Coordinated customer satisfaction initiatives and streamlined goods flow for delivery services.

- Supported inventory management and stock organization.
- Delivered exceptional service, contributing to positive customer experiences.

Wildlife Firefighter, Appalachian Conservation Core

JAN 2024 – APR 2024

Executed four controlled burns across 39 acres. Maintained six engine types and restored natural resource areas for preservation.

- Achieved wilderness first aid and radio operations training.

Retail Staff Member, Dunkin Donuts

OCT 2018 – JUN 2022

Oversaw store maintenance and sanitation to ensure cleanliness. Supported team in delivering excellent customer service and maintaining operational standards.

- Facilitated smooth store closing procedures.

Navy Seaman HM/CS, United States Navy, 32nd Naval Station

NOV 2011 – JAN 2015

Executed duties on naval fleet vessels, focusing on maintenance, security, and food service. Supported operational readiness through emergency alerts and replenishing tasks.

Education

Bachelor's degree, Temple University, Philadelphia

SEPT 2025 – PRESENT

Management of Information Systems (3.19 GPA)